

Public Input to the FCC
Telecommunications Relay Service Docket CG 03-123
September 14, 2006

My name is Megan Malzkuhn. I'm from California. I use the TTY to communicate with family because my parents are deaf. And that's great. But, you know, sometimes going through video relay is sometimes a blessing. It's wonderful. But other times, you know, interpreter quality is not that great. A lot of mistranslations. Sometimes it's great and it's more a video phone service is provided and used, then the more interpreters will need and the quality of interpreters will go down. So I'm really worried my messages will not be heard as received and they'll think I'm ignorant. So in terms of the quality of interpreters, that I'm not being heard clearly. And they are misunderstanding, people hanging up on me. The IP relay, often I have that service freeze on me and I don't have to call -- and I'll have to call several times repeatedly. Sometimes I'll be charging something to a credit card, ordering something and the relay will freeze mid-call. You know, if I -- I try to reconnect over and over and over again. It's not a very helpful service on a TTY relay. VRS feels a little bit -- it's a little easier. You have that human contact and I'm able to use my natural language. With the TTY relay, it's cold and it's more frustrating. VRS is a much better service, but the quality of interpreters I would like to see some improvements in that area.

Megan Malzkuhn
4179 Tehama Ave.
Fremont, CA 94538

monkichia@aol.com